Overcoming Transportation Barriers:

Partnersing with TANF and NEW Agencies to Develop Transportation Assistance Strategies

Friday, December 14th: 10:00 am – 11:30 am PST
September VLC Forum Agenda

- Kayak Public Transit; the Confederated Tribes of Umatilla Indian Reservation
- Spirit Lake Nation’s Transit Assistance Program
- National Rural Transit Assistance Program
- Additional Resources
- Open Floor Session and Q&A
- Next Steps
Practitioner Spotlight

JD Tovey
Director: Tribal Governance Center

Kayak Public Transit; Confederated Tribes of the Umatilla Indian Reservation
Operated by the
Confederated Tribes of the Umatilla Indian Reservation
Service Area
Service Area
Service Area
Organizational Chart

Kayak Public Transit

Public Transit Program Manager

Administration
- Dispatchers (2)
- Transit Clerk

Operations
- Operations Supervisor
- Fleet & Safety Manager
- Bus Washer
- Drivers (FT, PT, Para) (~14)
Kayak Mission and Core Values

“Removing Obstacles to Keep You Connected”

Ka’ay’ak: Nimipuutimpt word meaning: To Remove Obstacles

Excellence in customer service, team work, and safe public transportation
Accomplishments / Progress

Ridership by year
Partnership Strategy

Not a zero-sum arrangement.
We provide excellent and needed services for everyone within the region. The ridership generated provides funding to achieve our underlying goal: to provide transportation access throughout our ceded tribal territories.

Some of our partners:

City of Hermiston  City of Weston  Benton Franklin COG
City of Umatilla  State of Oregon  CAPECO
City of Irrigon  Umatilla County  Good Shepard Hospital
City of Pendleton  State of Washington  St. Anthony’s Hospital
City of Echo  Walla Walla Valley MPO  Walmart
Practitioner Spotlight

Jennifer Longie and Alicia Left Bear
Employment and Training Department

Spirit Lake Tribe
VLC Participant Innovation Highlight

Robin Phillips
Executive Director

National Rural Transit Assistance Program (RTAP)
Access Challenges in Rural and Tribal Healthcare

National Rural Safety Summit
Marriott Hotel, Savannah Georgia
December 6, 2018
Agenda

- Access challenges
- How do I find transit?
- What tools and resources are available to assist community health programs interested in increasing access to healthy food, medical and social services and activities?
  - National RTAP Overview
- How have tribal and rural communities developed strategies for effective service?
Access Challenges
Rural and Urban
What is out there: US Transit Map
Access Challenges

- The NRTAP transit and mobility vision is
  - safe,
  - secure,  
  - compliant,
  - efficient and
effective

- rural and tribal transit that reflects the needs and values of communities nationally.

- Through the NRTAP Review Board, state RTAP manager and operator forums, rural and tribal operators can share interests and needs, as well as guide development of products and services to achieve our vision.
Challenges

Infrastructure, Demographics, Data and Distance

- 17% of people over 65 don’t drive, *Stuck Without Options*, AARP 2012
- Between 2000 and 2007, older adults *age 65 and older* accounted for nearly 22 percent of total pedestrian fatalities. *Dangerous By Design AARP 2011*
- 8% of people urban or rural are *mobility challenged*, Oregon DOT Research 1998
- **Healthcare is only 10% of health**, Kaiser Family Foundation.
Audience: What Are Your Challenges?

- **Infrastructure**
  - Sidewalks, Transit, access, accessibility, Bike connectivity, institutional isolation

- **Demographics**
  - Older, historic settlement, poorer, new multi ethnic, isolation

- **Data**
  - Demand aggregation, scattered services, technology mismatch, lack of information sharing

- **Distance**
  - Walking, biking, transit, commuter, Medicaid, Intercity
Transportation is Fundamental

Figure 2
Impact of Different Factors on Risk of Premature Death

Transportation is Part of the Solution

- School-Based Programs to Increase Physical Activity
- School-Based Violence Prevention
- Safe Routes to School
- Motorcycle Injury Prevention
- Tobacco Control Interventions
- Access to Clean Syringes
- Pricing Strategies for Alcohol Products
- Multi-Component Worksite Obesity Prevention

Changing the Context
Making the healthy choice the easy choice

Social Determinants of Health

HI-5

- Early Childhood Education
- Clean Diesel Bus Fleets
- Public Transportation System
- Home Improvement Loans and Grants
- Earned Income Tax Credits
- Water Fluoridation
How do I Find Transit?
How do I find transit: Steps 1 and 2

In a rural area you may not see a bus stop but that is not the first step:

1. What do you or your clients need? Ask them.

2. Google the name of the location you are working with and the word "transit" in one search
   a) Try it with the county name if nothing comes up
   b) If you still get nothing call the state DOT transit section and ask about services in the area, potentially demand response or social service

3. If there is transit in the area talk to them
   a) Ask whether they have a transit plan, get a copy, it may just be a project list
   b) If they receive FTA 5310 they have a coordinated human service and transportation plan
How do I find transit: Steps 3 and 4

3. Go to Google Transit and put in a trip between your project location and the nearest grocery store
   a) Does anything come up?
   b) If you don’t get anything go to the closest larger community and propose a trip to the next larger city. This will surface any proximate intercity services with rail or bus.

4. Meet with them to talk about the transportation issues your program and clients are facing.
   a) Have you surveyed your clients to identify what their transportation needs are for your program and other areas in their life?
   b) Ask the transit program how you can work with them to identify costs for meeting those needs and strategies for meeting those needs.
5. Define a project that would meet the needs of your clients

a) Do they want to work with you? They may not have any resources or may be maxing out their existing resources. They may have ideas for strategies that build on existing resources. They may have ideas for strategies that build on existing resources and cost allocation methodology.

b) What resources can you bring to the table to help develop the services for your clients?
5. **What is the project funding process.**
   
a) Ask them to describe the process. Ask the state the same question. There are other resources for planning and projects at the state level.

b) Transit receives an annual appropriation. The state allocates and subgrants the money differently in every state. The state spending plan is a 4 year horizon. A project must be in A PLAN to be funded.

c) You can amend plans, or sometimes descriptions are so vague you can be added into the detail with a minimum of work.
What tools do we have that might help you?
How can we help you?

Find your community from a different perspective

- Partnerships to plan and build capacity
- Coordinated planning processes to make your needs visible
- US Transit Map to see where there is fixed route transit and people to help you
- GTFS Analyzer: add census data and population segments at the block level to a GIS layer of local and intercity transit stops
- Federal Transit Administration grant programs can fund coordinated services, planning, sidewalk and stop enhancements, can use your money or in-kind help as match

We are all multimodal
National Rural Transit Assistance Program

- Technical assistance center funded by FTA through Section 5311

- We provide FREE training materials and technical assistance products and services to rural and tribal transits and support the State RTAP programs

- National RTAP’s vision is for safe, compliant, efficient and effective rural and tribal transit that reflects the needs of communities nationally

- National Review Board – 7 state DOT officials and 7 rural or tribal transit providers
National RTAP Products and Services

- **Resource Center** – nationalrtap.org, technical assistance services via phone, email, and chat

- **Bi-monthly eNews**
- **Trainings** – books and e-learning
- **Web Apps** – Website Builder, GTFS, ProcurementPRO
- **Online Toolkits** – Transit Manager, ADA, State RTAP
- **Technical briefs** – Social Media, DBE, Grant Writing
- **Resource Library** – Topic guides, National RTAP and partner resources
- **Webinars and Peer Calls** – Cost Allocation, Procurement, Disaster Preparedness
- **Technical Assistance Conference** – biennial, next is fall 2019, location TBA
Popular Training Modules

- 60-min Substance Abuse Awareness (online)
- 2 the Point Refresher Training (cards/online)
- Problem Passengers (books/online)
- Safety Training and Rural Transit (books/online)
- Customer Driven Service
- Emergency Procedures
- Top Shops: Emergency Management in Vehicle Maintenance Facilities (online)
- Scheduling & Dispatching
- Fundamental Financial Management
- Boards that Perform

Available at nationalrtap.org and/or elearning.nationalrtap.org
New and Upcoming National RTAP Products
New or Updated Products

- New Rural and Tribal Transit Job Description and Salary Range Database
- Updated: Developing Effective Policies and Procedures Technical Brief
- Updated: Leveraging Social Media Technical Brief
- Manufacturer Training Videos on Wheelchair Securement and Lifts on National RTAP eLearning
- Biennial Surveys of State RTAP Managers and Rural and Tribal Transit Providers
- New Transit Benefit Statistics in the Marketing Toolkit
Upcoming and New Products

- Updated Problem Passengers: Managing Difficult Passengers & Situations Training Training Fall 2018
- 2 the Point Refresher Training Cards in Spanish – late June
- Website Contest – final edits happening now
- Social Media Best Practices Article – June 2018
- Updated Fundamental Financial Management Training – Spring 2019
- Updated Technical Briefs – ongoing

Sign up for eNews to keep updated on products and trainings.
A National Network of Services
Regional Intercity Access
Appalachian Access
Challenges and Strategies
Community Connections of NE Oregon

- **Wallowa County**
  - Demand response transit
  - Work shuttle
  - 4 days a week intercity connection
  - Summer circulator to State Park
  - Medicaid transportation
  - Veterans Shuttle

- **Union County**
  - Fixed Route service
  - Intercity and Regional Transit Hub
  - Medicaid transportation
  - Pilot service and Cost Benefit for medical trips

- **Baker County**
  - Deviated Fixed
  - Regional commuter connector
  - Shopper Shuttle to Halfway 1x per week
  - Medicaid transportation
  - Veterans transportation

- **Shared Strategies**
  - Coordinated planning
  - Shared Tech platform
  - Shared Admin through the triple A
  - Bike Bus access
Kayak Public Transit provides community and economic support by managing a multi-modal, regional transportation system reaching into southeastern Washington and northeastern Oregon. We currently run six Fixed Routes with the Hermiston HART, Hermiston Hopper, La Grande Arrow, Mission Metro, Pilot Rocket, Tutuilla Tripper, and Walla Walla Whistler. Our transit program is funded through a combination of Federal grants, State grants, and CTUIR general funds. The Fixed Route bus services are currently free to the general public.
Robin Phillips
Executive Director
National Rural Transit Assistance Program
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www.nationalrtap.org
888.589.6821 Main toll Free
781.697.7194 Cell

4th National RTAP Technical Assistance Conference
September 15-18 Portland Oregon
Additional Resources for Transportation Assistance

- Tribal Technical Assistance Program Center – Found here: [https://ttap-center.org/](https://ttap-center.org/).
Open Forum Discussion and Q&A

Guiding Questions:

- What are my tribe’s experiences with providing transportation-related support?
- What is one thing I learned today that could be useful for my own agency’s transit program (or for starting a program)?
- What is one barrier that needs to be overcome before expanding (or starting) a TANF/NEW transit assistance program for my tribe?
Next Steps

- Technical Assistance Opportunities
  - Reach out to Janetta Deppa at: Janetta.Deppa@icf.com
- Thank you for participating in the VLC!